

Address Entry Guidelines

1. Use **ONLY** standard post office abbreviations for street suffix names.

- Example: STREET should be ST, ROAD should be RD, AVENUE should be AVE.
- Secondary unit designators also have standard post office abbreviations such as APT for APARTMENT, BSMT for BASEMENT, LOWR for LOWER.
- Do not use any other abbreviations. If the proper abbreviation is unknown or not available, spell the whole word out.
- Abbreviate street suffixes using only what's on the standard US Post Office abbreviation list. A list of the standard abbreviations is available and is posted on the web page under WHEAP Grantee Information – WHEAP System Tips.
- Improper abbreviations create problems with software that is used with the address information, creating delays in the mail sorting for the post office.

2. Spell out all street names

- DO NOT use abbreviations for street names - such as UNIV for UNIVERSITY, E. WASH for E WASHINGTON, WISC for WISCONSIN, MLKJ for MARTIN LUTHER KING JR DR.
- The only part of an address to be abbreviated is the directional indicator, street suffix and secondary unit designators (see #1).

3. Periods are not needed when entering the address.

- Enter directional indicators with the abbreviation and no period:
113 N LINCOLN ST (Do not spell out North and do not put a period after N)
- Do not put periods after abbreviations such as AVE. Enter as 3245 PARK AVE

4. Use one space between address parts instead of punctuation.

- Use only one space between address parts. Putting extra spaces into an address is incorrect. (Delete extra spaces that may already be in the address.)
- Avoid using quotations, dashes, and slashes. I.e. Enter 1014 E WALNUT ST LOWER/FRONT as 1014 E WALNUT ST LOWR FRONT. (Upper is abbreviated UPPR, other directional building unit locations are FRONT and BACK.)

5. Use apartment abbreviation as APT

- Do not use the # sign.
- Do not put parenthesis around apartment numbers such as (APT 13)
- When field 16 “What type of housing do you live in” is marked as apartment, make sure the proper identifying apartment number is included in the address.

6. Residence address

- Only include address attributes that are part of the physical address such as APT or BSMT.
- PO Boxes are not part of the physical address and should be entered under the mailing address only.

7. Select the correct city or village combination for the residence address.

- Select the correct city or village combination for the residence address. You may select a different city or village combination for the mailing address. For example, the actual city is West Allis, but the post office city is Milwaukee. Select the zip code combination of West Allis for the residence address. If the mailing address is Milwaukee, choose the zip code combination of Milwaukee when entering the mailing address. If the correct City and Zip Code combination is not available in the zip code look-up feature, please call the help desk. We will add it to the system.

8. Correct applicant history

- When entering an application where there is applicant history, you **MUST** correct addresses that have the incorrect information, including: incorrect spelling, abbreviations, deleting symbols, or deleting extra spaces between address elements.

Summary of some of the keying errors seen in the address:

- ❑ Transposing house numbers is a frequent error.
- ❑ Extra 0 or other number in the house number.
- ❑ 5 digit house numbers are usually wrong for city addresses. Most house numbers are never bigger than 4 digits. Check for typo if 5 digits or more. 5 digit numbers are not unusual in rural areas in fire numbers or for house numbers in the suburbs of large cities.
- ❑ Missing letters in the street name or too many letters in street name.
- ❑ Selecting the wrong city.
- ❑ Wrong number designation on numbered street entries. An entry of 3th St is in entry error. But is it suppose to be 3rd St or 13th St? This is a problem, please be careful.
- ❑ Abbreviating street names. Martin Luther King Jr Dr and Martin L King Jr Dr are both acceptable but no other variations such as MLKJ. If not sure, spell out the entire name.

REMINDERS:

It is very important to check all parts of the client's address from history when taking a new application. Be aware of the above type of errors and check the address both when you are entering the application and on the client benefit notice. Ask the client to verify that their name and address have been entered correctly – even if there is a ton of history. (Even checking the name and address on the notices page may help you see a typing error simply because it's in a different format.)

Also check for extra spaces in the address – sometimes only seen from the applicant summary when placing your mouse over the application number or when you are in the update details entering the application.

- If you're not sure how to enter an address – use the zip code look-up at the US Post Office web site at <http://zip4.usps.com/zip4/welcome.jsp>. All searches return a standard format address. (Useful in determining if you have a valid address such as road, street, avenue, whether lot number is part of the address.)